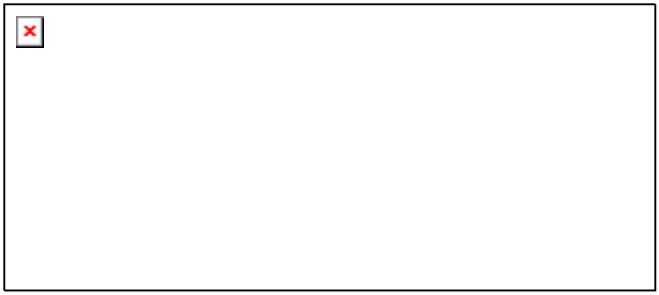
esse·ti
TELECOMUNICAZIONI

Certificato n. 9110.ESTI
UNI EN ISO 9001:2000



USER'S MANUAL

(You can find "Installation and Programming" and "Remote Programming" manuals inside the CD-ROM supplied with Hi-Pro)

7IS-80298

CE

Thank you for choosing an Esse-ti product

This product has been especially designed for easy operation. It has been manufactured with perfect workmanship using suitable materials for long-lasting performance.
All Esse-ti products are subjected to extensive reliability and operational testing in our laboratories in order to provide total guarantee for the user.

The User shall be responsible for defects arising from the use of the product. Esse-ti shall only be responsible for defects according to and within the limitations set by the Presidential Decree dated 24/05/1988 no. 224 (fulfilling the EEC directive no. 85/374 on the harmonisation of statutory and administrative regulations of the Member States on the liability for damages arising from defective products under art. 15 of Law no. 183 of 16 April 1987).

Esse-ti reserves the right to modify the characteristics of the products at any time without prior notice.

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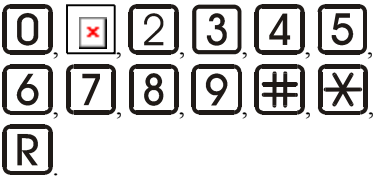
EDITING CRITERIA

This paragraph describes the editing criteria followed in this manual, together with their meaning for easier user's reference. The following table shows the printing styles on the left and their meaning on the right column

Example	Meaning
CHAPTER TITLE	Style used for the title of chapters. A new chapter begins on a new page.
PRIMARY TITLE	Style used for the title of large sections in a chapter, such as the main titles of the chapter.
Secondary Title	Style used for the title of a specific paragraph in the primary title.
Tertiary Title	Style used for additional sections in a specific paragraph
Example	Style used for examples.
Note	Style used for explicatory notes: pay attention!
Warning	Style used to indicate possible risks for individuals and properties: caution!
Normal text	Style used for normal text.
➢ Operation to be carried out	Style used to indicate the sequence of operations that must be carried out for programming or service implementation.

Apart from these styles, this manual also includes illustrative images and symbols used to represent the operations to be carried out in a schematic way:

Symbol	Meaning
	Press the key that corresponds to the symbol on the telephone keypad.
	Indicates a telephone key: this symbol is used in programming to indicate the entries made by the operator.
	Lift the handset from the Administrator extension (or activate the handsfree mode). Programming must be enabled.
	Lift the handset from the Administrator extension (or activate the handsfree mode).
	Lift the handset (or activate the handsfree mode) to engage the line.
	Hang up (or deactivate the handsfree mode) to clear the line.
A | B	The vertical bar indicates that the possible entry values are ‘A’ or ‘B’.
A [B]	The square brackets indicate optional code parts that can be omitted.

HI-PRO SERIES DESCRIPTION

Hi-Pro is an high-performing professional system specifically designed for companies and SOHO solutions.

The ***280*** version is equipped with 2 PSTN lines and 8 extensions (expandible up to 4 PSTN lines and 12 extensions with the add-on board or up to 2T0 and 2 PSTN lines and 12 extensions).
The ***412 Rack*** version is equipped with 4 PSTN lines and 12 extensions.
The ***412 Rack ISDN*** version is equipped with 2 T0 lines and 12 extensions 2.

The Hi-Pro systems has the following features:

- 7 default configurations for a rapid start-up
- 3 user profiles (DAY, NIGHT, CUSTOMIZED) with manual or automatic recall
- Internal and External Caller ID (FSK standard) on analogue and system telephone sets
- External caller name, if present in PABX phonebook, and standard FSK internal caller name visualization.
- Built-in Courtesy Responder
  (1 channel in 280 version and 2 in the 412 one)
- Built-in IVR (Interactive Voice Response) with 10 customizable and concatenable menus)
- Built-in Voicemail
- Built-in DISA Service
- 30 customizable messages
  (available for Courtesy Responder, IVR, DISA e Voicemail services)
- 30 minutes available memory in 280 version and 60 for the 412 one (among Voicemail and the 30 customizable messages)
- Waiting message (Music on hold) with A/50 or other audio source
- Automatic switch-FAX with the possibility of inserting a different FAX extension for each external line
- Automatic switch-FAX based on ISDN number, with the possibility of inserting a different FAX extension for each BRI
- ACD (Automatic Call Distributor)
- L.C.R. (Least Cost Routing)
- External CAll Forwarding
- Doorphone call forwarding

- Telerescue (with ST350 telephone sets)
- Alarm dialler
- Remote Ambient listening via system phones
- Remote relay activation
- Vocal notification of the operations carried out
- 100-entry phonebook
- Buffer (1500 incoming/outgoning calls)
- System clock
- Doorphone board to allow connection to traditional doorphones 4+1 (optional for version 280, built-in for version 412 and 412 ISDN)
  - . 2 ringer inputs
  - . 1 speech input
- 2 programmable relays
- 1 digital input
- External amplifier exit
- External music source input
- Up to 8 ST600 Personal Phone telephone systems
- Optional batteries for emergency operation (only Rack models)
- 24Vdc power supply Input for emergency operation (only Rack models)
- Local programming via DTMF telephone or via USB port
- Remote programming via V.21 MODEM
- Firmware update via USB port

SERVICES

The following paragraphs describe how to use Hi-Pro pabxs' services.

*Note: the following paragraphs describe how to use the telephone services with multifrequency (MF) telephones; if you have to use a decadic (DC) telephone, dial **2** instead of pressing the **R** button.*

CLOCK

Date

Allows you to set the date.

2100 XX(day) XX(month) XXXX(year)

(confirm)

- Pick up the handset of the system administrator extension (extension 401).
- Dial the code 2100.
- Dial two digits for the day, two digits for the month and four digits for the year.
- Wait for the confirmation tone and hang up.

*E.g.: Supposing it's the 10th of May, 2011, in order to program the correct date, dial the following digits: **2100 10052011**.*

Time

Allows you to set the time.

2101 XX(hour) XX(minute) (confirm)

- Pick up the handset of the system administrator extension (extension 401).
- Dial the code 2101.
- Dial two digits for the hour and two digits for the minutes.

- Wait for the confirmation tone and hang up.

E.g.: Supposing it is 18:05, in order to program the correct time, dial the following digits: ***2101 1805****.*

PROFILES

The profile identifies the Hi-Pro behaviour according to the user's needs:

- DAY: the user is at home/in the office;
- NIGHT: the user is not at home/in the office;
- CUSTOMIZED: the user is in a different situation.

The 3 Hi-Pro profiles (PRESENT/ABSENT/CUSTOMIZED) can be recalled in the following ways:
- by dialling a code from the telephone of the system administrator;
- by closing or opening an alarm input;
- by pressing the special button on Esse-Ti telephones;
- automatically according to the daily and weekly time bands.

In case the previous events overlap, the priority order will be as follows:
- alarm input
- telephone code
- button
- weekly time band
- daily time band.

Note: Hi-Pro is factory set so that, whatever the default configuration, the closure of the alarm contact ***ALL*** *will recall the NIGHT profile. The configuration of the digital inputs* ***ALL*** *is made via remote programmer software..*

Recalling a profile permanently

Allows recalling the DAY, NIGHT, CUSTOMIZED profiles permanently, or it allows enabling automatic profile recall according to the set time bands.

Note: the profile used by Hi-Pro can be displayed only through the ST 600 Personal Phone system telephone.

Note: Profile recall is not password-protected..

DEFAULT:

- **Default** and **Home** configurations: AUTOMATIC mode (since the daily time bands are not set, the DAY profile will always be used);
- all others configurations: AUTOMATIC mode (DAY profile from 8 to 12 am and from 2 to 6 pm, NIGHT profile during the rest of the day and on Saturday and Sunday).

DAY profile

Allows passing, alternatively, from permanent DAY profile, to automatic profile recall.

- Pick up the handset of the system administrator extension (extension 401).
- Dial the code 230.
- Wait for the enabled/disabled service message and for the confirmation tone and hang up.

NIGHT profile

Allows passing, alternatively, from permanent NIGHT profile, to automatic profile recall.

- Pick up the handset of the system administrator extension (extension 401).
- Dial the code 231.
- Wait for the enabled/disabled service message and for the confirmation tone and hang up.

CUSTOMIZED profile

Allows passing, alternatively, from permanent CUSTOMIZED profile, to automatic profile recall.

- Pick up the handset of the system administrator extension (extension 401).
- Dial the code 232.
- Wait for the enabled/disabled service message and for the confirmation tone and hang up.

AUTOMATIC Mode

Allows enabling the automatic profile recall mode according to the set time bands.

- Pick up the handset of the system administrator extension (extension 401).
- Dial the code 233.
- Wait for the enabled/disabled service message and for the confirmation tone and hang up.

DISPLAYING CALLER IDENTIFICATION (CLIP)

The caller identification (CLIP) is visible to all extensions provided with displays. On predisposed telephones, it is possible to display the name associated in the PABX phonebook.

The CLIP is displayed even when DISA, IVR or automatic FAX recognition services are enabled and when an external call is diverted from one extension to another.

Nota: Hi-Pro displays also the internal caller identification on telephone systems and on telephones predisposed for alphanumeric displaying (FSK standard).

INTERNAL CALLS

It refers to the possibility for an extension to have a conversation with another extension.

XX[X] (extension number) (tone)

- Pick up the handset.

You will receive a dialling tone.

- Dial the two (or three) digits indicating the extension number (the first digit must be a 4).

If the called user is free, you will hear a call tone.
If the called user is engaged, you will hear an engagement tone.

- The called extension will pick up the handset.

The conversation starts.

- When the conversation ends, hang up.

As soon as one of the two extensions hangs up, the other will receive a dissuasion tone.

*Note: in case the **HOME** default configuration is set, or in case an extension is programmed with automatic engagement of the external line, in order to make internal calls it is necessary to press the R (flash) button before the number.*

Calling extension groups

It refers to the possibility for an extension to call an extension group at the same time. This way, it is possible to look for a person in various rooms, without having to call all the extensions one by one. Leonardo is provided with two internal call groups.

DEFAULT:
- group 1 (number 413): extensions 401~412;
- gruop 2 (number 414): extensions 401~406.

XX[X] (extension group number) (tone)

- Pick up the handset.

You will receive a dialling tone.

- Dial the two (or three) digits indicating the extension number (the first digit must be a 4).

All the extensions belonging to the called group will ring at the same time.

- One of the called extensions will pick up the handset.

The conversation starts. The other extensions will stop ringing.

EXTERNAL CALLS

Outgoing external calls

It refers to the possibility for the extensions to make calls over the external lines. Moreover, Hi-Pro is provided with an automatic routing system (L.C.R.), which, once appropriately programmed, is able to automatically select the least expensive line for the call to be made..

Initial situation (automatic external line engagement not enabled)

The extensions are programmed to access the public network..

X[X] (line) X...X (subscriber)

- Pick up the handset.

You will receive the dialling tone.

- Dial the number:

  0 to access the first line available (according to the chosen mode in the Lines Engagement Table) or to use the L.C.R. system (when enabled)

  81 to manually access the analogue line 01
  82 to manually access the analogue line 02
  83 to manually access the analogue line 03
  84 to manually access the analogue line 04

- Dial the number of the desired subscriber.

  If it is free, you will receive a call tone.

  If it is engaged, you will receive an engagement tone.

The conversation will start when the called person will pick up the handset.

Initial situation (automatic external line engagement enabled)

The extensions are programmed to access the public network.

[X]...[X] (subscriber)

- Pick up the handset.

Hi-Pro automatically engages the external line.
You will receive the dialling tone.

- Dial the number of the desired subscriber.

  If it is free, you will receive a call tone.

  If it is engaged, you will receive an engagement tone.

  The conversation will start when the called person will pick up the handset.

  Note: if you do not start dialling within 10 seconds from engaging the external line, the extension is encapsulated (the user will receive a dissuasion tone and will have to hang up in order to make the call).

  Note: if the extension is not enabled to use an external line, and tries to access it manually, a dissuasion tone will be received.

  Note: dialling is not delayed when L.C.R. service is enabled.

  Note: when L.C.R. service is enabled, and you dial 0 to engage the external line, you will receive a modulated dialling tone (L.C.R. tone).

  Note: selecting the external line manually, will exclude the L.C.R. service.

Incoming external calls

Allows the extensions to answer calls from external lines. This service can be customised for each extension during the programming phase.

Initial situation 1

The extension is programmed to receive external calls.

(ring)

- The extension rings.
- Pick up the handset.

Conversation starts.

Initial situation 2

Extension engaged in a conversation.

(call waiting tone) (ring)

- You will receive a call waiting tone. Extensions will hang up and the conversation will end.

The extension rings.

- Pick up the handset.

Conversation starts.

CALL PICK UP

Call pick up – external calls

Allows extensions with call pick up enabled, to answer incoming calls over the external line.

Initial situation

Incoming call from external line in progress and extension free.

- Pick up the handset.
- Dial 5.

Conversation starts.

Call pick up upon waiting tone

Allows busy extensions to answer incoming external calls or diverted calls.

Initial situation

Extension engaged in an internal or external conversation, call waiting tone.

R 5

- Put the conversation on hold by pressing R.
- Dial 5.

Conversation starts.

Note: if the conversation put on hold is with an extension, the call is ended.

Note: the call waiting tone can be excluded by activating the "do not disturb" service; see paragraph "Do not disturb".

Selective call pick up

It allows an extension to pick up external or internal calls directed to another extension.

Initial situation

Internal or external call to another extension in progress.

3 5 3 X X [X] (extension number)

- Pick up the handset and dial 353.
- Dial the two (or three) digits indicating the number of the extension that is ringing upon a call.

Conversation starts.

The called extension stops ringing.

Note: Hi-Pro can be programmed so that calls from specific extensions cannot be answered this way; see the option "Selective call pick up" in the paragraph "Service activation" of the Installation and programming manual.

PUTTING A CALL ON HOLD – INTERNAL CALLS

It allows putting an internal call on hold, make a second call and then retrieve the first one.

Initial situation

Conversation with an internal user.

R X X [X] (extension number) R R

- Press R.

You will hear the dialling tone.

The other extension will hear the waiting tone.

- Dial the two (or three) digits indicating the number of the desired extension.
- Establish a second internal call.
- Press R twice to retrieve the conversation with the first user.

The second user will hear the dissuasion tone.

Note: if the person who has put the first conversation on hold hangs up, the conversation between the first and second called person continues.

PUTTING A CALL ON HOLD – EXTERNAL CALLS

Putting an external call on hold

Allows you to temporarily suspend an ongoing conversation with an external user.

Initial situation

Conversation in progress over the external line.

(tone)

- Press R.

You will hear the dialling tone.

The external line is put on hold, and the external user will hear the waiting tone.

(within 10 seconds from putting on hold)

(after 10 seconds from putting on hold)

- To retrieve the conversation: if more than 10 seconds have elapsed from pressing R, press R twice, if not, press R once.

Note: if you hang up without resuming the external line on hold, your telephone will ring to remind you of the external call on hold (return call).

Putting an external call on hold and making an internal call

Allows temporarily suspending an outgoing conversation with an external user, making an internal call, and then retrieving the external call put on hold.

Initial situation

Conversation in progress over the external line.

(extension number)(conversation)

- Press R to put the external line on hold.

- Dial the two (or three) digits indicating the number of the desired extension.

The called extension rings.

- Establish the internal conversation.
- To retrieve the external call put on hold, press R twice, or ask the internal user to hang up.

In the latter case, the external line is retrieved automatically.

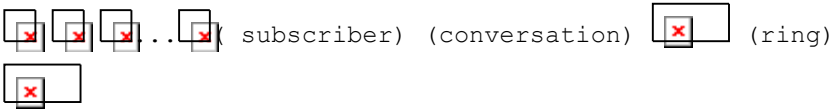
Note: if during the internal conversation the handset is hung up, the conversation will continue between the other two users

Putting an external call on hold and making a call over the other external line

Allows temporarily suspending an ongoing conversation with an external user, to make a call over the other line.

Initial situation

Conversation in progress over an external line.



- Press R to put the external line on hold.
- Dial 0 to engage the other external line, and then dial the number of the subscriber.

Conversation with a second external user is established.

- Hang up when conversation ends.

The telephone rings.

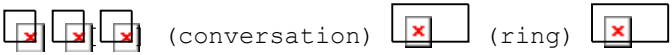
- To retrieve the conversation previously put on hold, pick up the handset.

Putting a second external line on hold

It allows putting a second external line on hold, with a first one already on hold.

Initial situation

First external line on hold; conversation in progress over the second line.



- Press R to put the second external line on hold.

- To retrieve conversation over the second external line: if more than 10 seconds have elapsed from the previous operation, press R twice, if not, press R once.
- Hang up when the conversation with the second external user ends

The telephone rings

- To retrieve the conversation previously put on hold, pick up the handset.

ALTERNATED CALL BACK

Allows you to switch quickly between two calls by putting one call on hold and resuming the other call. The conversations can be both over internal line, both over external line, or one over the internal line and one over the external line.

Initial situation

Conversation in progress over a line (internal or external) and conversation on hold over the other line (internal or external).

- Dial R followed by 0 to switch from one conversation to the other.

  Note: it is possible to continue indefinitely.

  Note: the external line you are connected to can be transferred at any time.

CALL TRANSFER

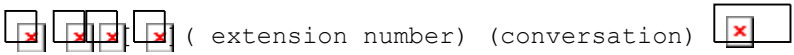
Allows you to transfer an external call to another extension. Call transfer can be done with or without permission.

Call transfer with permission

Allows transferring an external call to an extension, after asking for permission.

Initial situation

Conversation in progress over the external line.



- Press R to put the external line on hold.

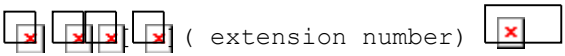
- Dial the two (or three) digits indicating the number of the desired extension.
- Establish the internal conversation.
- Hang up to transfer the external call to the extension.

Automatic call transfer

Allows you to transfer (with or without permission) an external call to an extension.

Initial situation

Conversation in progress over the external line.



- Press R to put the external line on hold.
- Dial the two (or three) digits indicating the number of the desired extension.
- Hang up without waiting the answer of the extension called.

The call is automatically transferred.

The external caller receives the tone of control call.

Note: If the extension does not answer the transferred call within 50 seconds, the call returns to the transferring user.

Note: If engaged in a conversation, the extension hears the call waiting tone for 50 seconds and then the call returns to the transferring user. If the extension is not available for other reasons, the call returns to the transferring user immediately.

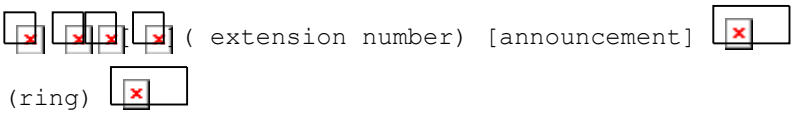
Note: The return call to the transferring user lasts 15 seconds. Once this time has elapsed, the call is returned to the extensions/cards enabled to receive incoming external calls for 120 seconds. Once this time has elapsed the trunk line is cleared.

Transferring a second external call

Allows you to transfer (with or without permission) a second external call to an extension, keeping the first external line on hold.

Initial situation

First external line on hold; conversation in progress over the second line.



- Press R to put the second line on hold.
- Dial the two (or three) digits indicating the number of the desired extension.
- Establish the conversation with the called extension (call transfer with permission).
- Hang up to transfer the second external call to the called extension.

The telephone will ring.

- Pick up the handset to resume the conversation over the first external line previously put on hold.

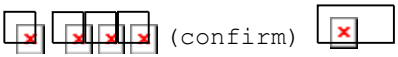
CALL PARKING

Allows placing an external call on hold and parking it. The call can be then resumed also from a different extension.

Parking an external call

Initial situation

Conversation in progress over an external line.



- Press R and then dial the code 334.
- hang up once you have received the confirmation tone.

The external user will hear the waiting tone.

Note: both the external lines can be parked at the same time.

Note: the parked call can be retrieved by any extension within 120 seconds. If not, the extension that parked the call will receive a return call.

Note: as for the ST 600 Personal Phone, the line LED will flash to indicate the parked line.

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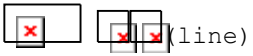
Retrieving the parked external line

Initial situation

Parked call.



- Pick up the handset and dial the number of the parked external line:
  - 81 Analogue line 01
  - 82 Analogue line 02
  - 83 Analogue line 03
  - 84 Analogue line 04

Conversation starts.

CONFERENCE

Allows establishing a conversation between three parties, which can be:

- three internal users;
- two internal users and one external user;
- one internal user and two external users.

Initial situation

Internal or external conversation in progress; an extension or an external line on hold.

- Press R.

You will hear the dialling tone.

- Dial 7.
- The three-party conversation starts.

Note: during the conference all the participants will hear the conference tone, which stops as soon as one of the participants hangs up, interrupting the three-party conference. The remaining users will continue the conversation.

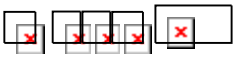
Note: in case of conference between an internal and two external lines, the latters will be cleared as soon as the internal user hangs up.

EXTERNAL-EXTERNAL CONVERSATION

Allows establishing a conversation between two external users prior interconnection by an internal operator.

Initial situation

Conversation in progress between an internal user and an external line; the other external line is on hold.



- Press R.

You will hear the dialling tone.

- Dial the code 339.

If the operation has been carried out correctly, you will receive the confirmation tone.

- Hang up.

Note: when one of the two users clears the conversation, the second external line is also cleared.

Note: the extension must be enabled to use this service (see the paragraph "Service Activation" in the Installation and programming manual).

ANSWERING AN EXTERNAL CALL WITH PICK UP

This service allows an extension, provided with an ST 600 system telephone, to answer an incoming external call by pressing the special line button.

Note: the extension must be enabled to use this service (see the paragraph "Service Activation" in the Installation and programming manual).

Not: in order to use the Selective pick-up service, the extension must be enabled also for the basic pick-up service.

BASIC PICK UP

An extension engaged in a conversation or not enabled to ring, can answer one or more incoming external calls by pressing the special line button (L1~L4) on

Initial situation:

Extension engaged in a conversation or extension not enabled to ring upon incoming external calls. One or more incoming external calls.

- Press the ST 600 telephone button corresponding to the line of the incoming call.

Conversation starts. Any conversation in progress will be put on hold.

SELECTIVE PICK UP

An extension can answer one or more incoming external calls only by pressing the special line button (L1~L4) on ST 600 telephones.

Initial situation:

Extension in idle state. One or more incoming external calls.

- Pick up the handset.

You will receive the dialling tone.

- Press the button on the ST 600 telephone corresponding to the line of the incoming call.

Conversation starts.

Or:

Extension engaged in a conversation. One or more incoming external calls.

- Press the button on the ST 600 telephone corresponding to the line of the incoming call.

Conversation starts. Any conversation in progress will be put on hold.

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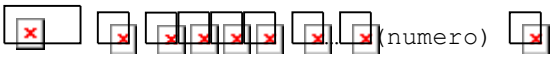
Allows temporarily suspending an outgoing conversation with an external user, to make a call over the same channel of the ISDN BRI.

NEW CALL TO A REMOTE USER

Initial situation: Conversation in progress with an external line.

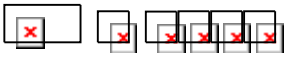


- Dial to put on hold the current call.
- Dial the code 3800.
- Dial the number of the second subscriber.
- Press #.

The dialled number is called.

RELEASE CURRENT CALL

Initial situation: Conversation in progress with an external line.

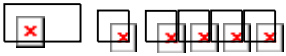


- Dial the code 3801.

The current call is released and the user on hold is retrieved.

SWITCH BETWEEN TWO CALLS

Initial situation: Conversation in progress with a remote user and another on hold on the same channel.

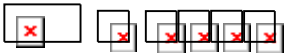


- Dial the code 3802.

The current call is put on hold and the user on hold is retrieved.

THREE PARTY CONFERENCE

Initial situation: Conversation in progress with a remote user and another on hold on the same channel.



- Dial the code 3803.

Three party Conference starts.

CALL A NUMBER IN PHONEBOOK

Initial situation: Conversation in progress with an external line.

- Dial to put on hold the current call.
- Dial the code 3804.
- Dial the location of the number in phonebook.

The number in phonebook is called.

AUXILIARY SERVICES

*Note: the following paragraphs describe how to use the telephone services with multifrequency (MF) telephones; if you have to use a decadic (DC) telephone, dial **2** instead of pressing the **R** button..*

PAGING

This service allows an extension to call another extension by activating the "handsfree" mode directly (only if the called extension has a ST600 Personal Phone or ST350).

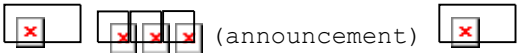
- Pick up the handset and dial the code 6.
- Dial the two (or three) digits indicating the number of the extension (the first digit must be 4).

The extension rings for one time, then hears a announcement tone and engages in handsfree.

- Start the conversation.
- When the calling extension clears the conversation, the called extension returns to idle state.

ANNOUNCEMENT OVER EXTERNAL AMPLIFIER

Allows making an announcement over an external amplifier connected to the Hi-Pro amplifier output.



- Pick up the handset and dial the code 332.

A sequence of notes will be sent on the amplifier as an announcement advice.

- Make the announcement.
- Hang up.

Note: the announcement can be made while the internal/external user is on hold. In this case, press R twice to retrieve conversation..

Note: all the extensions are enabled to use this service by default (see "Services activation" paragraph in the installation and programming manual).

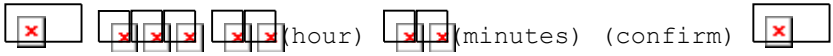
ALARM CLOCK

Allows you to activate an alarm clock on your extension. At the set time, the extension will ring for 2 minutes (if the user is engaged in a conversation, he will hear a waiting call tone) and the display will show the message "ALARM!".

It is possible to set an individual alarm (active only once) or a daily alarm (active every day at the same time).

Note: you can set only one alarm for each extension..

Individual alarm



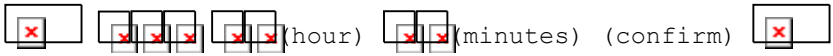
- Pick up the handset and dial the code 350.
- Dial the hour (two digits) and the minutes (two digits).

If the operation has been carried out correctly, you will receive a message that the service is enabled, and you will hear the confirmation tone.

- Hang up.

Note: the alarm can be disabled by dialling the code 350. You will receive the message that the service is disabled.

Daily alarm



- Pick up the handset and dial the code 351.
- Dial the hour (two digits) and the minutes (two digits).

If the operation has been carried out correctly, you will receive a message that the service is enabled, and you will hear the confirmation tone.

- Hang up.

Note: the alarm can be disabled by dialling the code 351. You will receive the message that the service is disabled.

Delete alarm

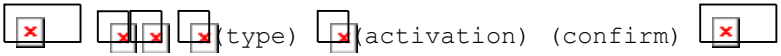
- Pick up the handset and dial the code 352.

If the operation has been carried out correctly, you will receive a message that the service is disabled, and you will hear the confirmation tone.

- Hang up.

DO NOT DISTURB

Allows excluding external, internal, doorphone, and DISA calls, as well as waiting tones for external and doorphone calls to your extension.



- Pick up the handset and dial the code 30.
- Dial the number indicating the desired type of "do not disturb" service:

0	External call
1	Doorphone call
3	DISA or DDI call
5	Paging call
6	External call waiting tone
7	Doorphone call waiting tone
9	All types of calls

- Dial:

0	DISABLE
1	ENABLE
2	AUTOSET

- Wait for the confirmation message and the confirmation tone and hang up.

Note: by selecting AUTOSET Hi-Pro inverts the status of the service..

Note: the extension must be enabled to use this service (see "Service activation" paragraph in the installation and programming manual).

Nota: when the do not disturb service is enabled on external call, picking up the handset you will hear the modulated tone selection instead of the normal selection tone (see "Tones"paragraph).

CALL FORWARDING

Allows forwarding the calls to your extension to another extension. This service has three activation modes available:

- Call forwarding all calls: all calls are automatically diverted to the programmed extension.
- Call forwarding on no answer (time call forwarding): the calls are diverted if the extension does not answer within 25 seconds.
- Call forwarding on busy user: the calls are diverted if the called extension is engaged.

Note: the extension that has activated the service can be called from the extension to which calls are diverted.

Call forwarding - all calls

Settings and activation

- Pick up the handset and dial the code 3211.
- Dial the two (or three) digits indicating the number of the extension to which divert the calls.

If the operation has been carried out correctly, you will receive a message that the service is enabled and the confirmation tone.

- Hang up.

Note: the extension must be enabled to use this service (see "Service activation" paragraph in the installation and programming manual).

Note: when call forwarding all calls service is enabled, picking up the handset you will hear the modulated tone selection instead of the normal selection tone (see "Tones" paragraph).

Deactivation

Pick up the handset and dial the code 3210.

If the operation has been carried out correctly, you will receive a message that the service is disabled and the confirmation tone.

- Hang up.

Autoset

- If the service is not enabled, it allows setting call forwarding to the last destination extension, or it allows entering a new one;
- If the service in enabled, it allows cancelling call forwarding.

- Pick up the handset and dial the code 3212.
- If necessary, enter a new destination extension.

If the operation has been carried out correctly, you will receive a message that the service is enabled/disabled and the confirmation tone.

- Hang up.

Call forwarding – on no answer (timed call forwarding)

Settings and activation

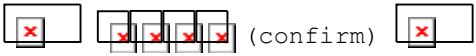
- Pick up the handset and dial the code 3221.
- Dial the two (or three) digits indicating the number of the extension to which divert the calls.

If the operation has been carried out correctly, you will receive a message that the service is enabled and the confirmation tone.

- Hang up.

Note: the extension must be enabled to use this service (see "Services activation" paragraph in the installation and programming manual).

Deactivation



- Pick up the handset and dial the code 3220.

If the operation has been carried out correctly, you will receive a message that the service is disabled and the confirmation tone.

- Hang up.

Autoset

- If the service is not enabled, it allows setting call forwarding to the last destination extension, or it allows entering a new one;
- If the service in enabled, it allows cancelling call forwarding.

- Pick up the handset and dial the code 3212.
- If necessary, enter a new destination extension.

If the operation has been carried out correctly, you will receive a message that the service is enabled/disabled and the confirmation tone.

- Hang up.

Call forward - on busy user

Settings and activation

- Pick up the handset and dial the code 3231.
- Dial the two (or three) digits indicating the number of the extension to which divert the calls.

If the operation has been carried out correctly, you will receive a message that the service is enabled and the confirmation tone.

- Hang up.

Note: the extension must be enabled to use this service (see "Services activation" paragraph in the installation and programming manual).

Deactivation

- Pick up the handset and dial the code 3230.

If the operation has been carried out correctly, you will receive a message that the service is disabled and the confirmation tone.

- Hang up.

Autoset

- If the service is not enabled, it allows setting call forwarding to the last extension set as destination or it allows entering a new one;
- If the service is enabled, it allows cancelling call forwarding.

- Pick up the handset and dial the code 3212.
- If necessary, enter a new destination extension.

If the operation has been carried out correctly, you will receive a message that the service is enabled/disabled and the confirmation tone.

- Hang up.

Cancelling all call forwarding services

Allows disabling all the call forwarding services.

- Pick up the handset and dial the code 3240.

If the operation has been carried out correctly, you will receive a message that the service is disabled and the confirmation tone.

- Hang up.

EXTERNAL CALL FORWARDING

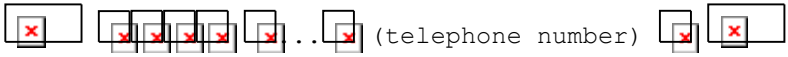
Allows forwarding an incoming external call to another telephone number (using the other external line).

Upon incoming external call, the extension will keep ringing and, at the same time, the call will be diverted to the programmed number. The call can be answered either from the extension or from the called number.

Note: External call forwarding is available only if Hi-Pro is equipped with at least two external lines.

Note: both the extension and the external line must be enabled (see "Service activation" and "Line activation for external call forwarding" respectively in the Installation and programming manual).

Activating external call forwarding



- Pick up the handset and dial the code 3581.
- Dial the telephone number to which divert the call.
- Dial # to confirm.

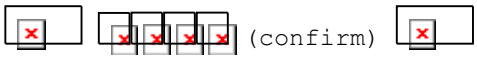
If the operation has been carried out correctly, you will receive a message that the service is enabled and the confirmation tone.

- Hang up.

Note: if you dial only the code 3581, the call will be forwarded to the last number entered.

Note: the call will not be forwarded if the extension is engaged.

Deactivating external call forwarding



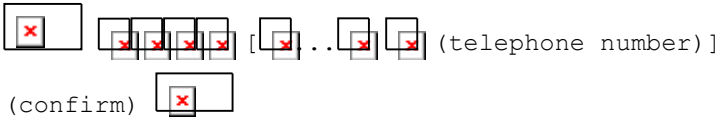
- Pick up the handset and dial the code 3580.

If the operation has been carried out correctly, you will receive a message that the service is disabled and the confirmation tone.

- Hang up.

Autoset

- If the service is disasbled, it allows setting call forwarding service to the last telephone number entered or it allows entering a new destination number;
- If the service is enabled, it allows cancelling call forwarding.



- Pick up the handset and dial the code 3582.
- If necessary, enter a new destination extension.

If the operation has been carried out correctly, you will receive a message that confirms the service is enabled/disabled and the confirmation tone.

- Hang up.

ETSI EXTERNAL CALL FORWARDING

Allows forwarding an incoming external call to another telephone number using ETSI service.

The incoming call to one of the BRI number is automatically diverted to another number by the telephonic net.

It is possible to set the divert for one of the BRI numbers or for all numbers of the BRI.

Nota: the extension must be enabled to use this service (see "Services activation" paragraph in the installation and programming manual).

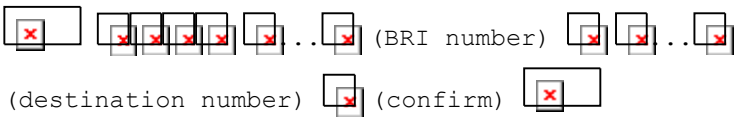
Nota: to access the service BRI numbers table must be set, even in case of single number (see "BRI numbers programming" in the Installation and programming manual).

Forward all BRI numbers

All incoming calls to any of the BRI number are forwarded.

Note: the extension must be enabled to use the specified BRI for outgoing calls.

Activate unconditioned call forwarding



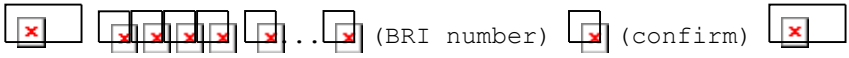
- Pick up the handset and dial the code 3811.
- Dial one of the BRI numbers.

- Dial # to confirm.
- Dial the telephone number to which divert the call.
- Dial # to confirm.

If the operation has been carried out correctly, you will receive a message that confirms the service is enabled and the confirmation tone. If the telephonic net does not allow the service activation, you will receive a "not allowed" message.

- Hang up.

Deactivate unconditioned call forwarding

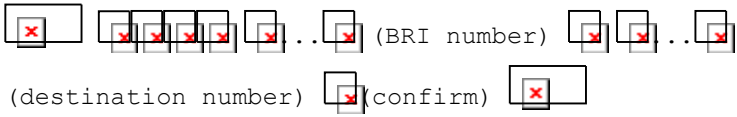


- Pick up the handset and dial the code 3810.
- Dial one of the BRI numbers.
- Dial # to confirm.

If the operation has been carried out correctly, you will receive a message that confirms the service is disabled and the confirmation tone.

- Hang up.

Activate call forwarding - if busy

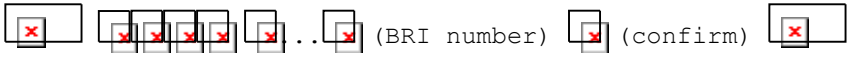


- Pick up the handset and dial the code 3821.
- Dial one of the BRI numbers.
- Dial # to confirm.
- Dial the telephone number to which divert the call.
- Dial # to confirm.

If the operation has been carried out correctly, you will receive a message that confirms the service is enabled and the confirmation tone. If the telephonic net does not allow the service activation, you will receive a "not allowed" message.

- Hang up.

Deactivate call forwarding - if busy



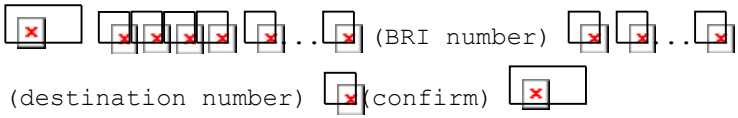
- Pick up the handset and dial the code 3820.
- Dial one of the BRI numbers.

- Dial # to confirm.

If the operation has been carried out correctly, you will receive a message that confirms the service is disabled and the confirmation tone.

- Hang up.

Activate call forwarding – if no answer

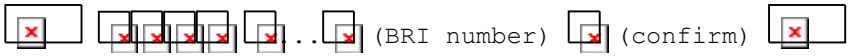


- Pick up the handset and dial the code 3831.
- Dial one of the BRI numbers.
- Dial # to confirm.
- Dial the telephone number to which divert the call.
- Dial # to confirm.

If the operation has been carried out correctly, you will receive a message that confirms the service is enabled and the confirmation tone. If the telephonic net does not allow the service activation, you will receive a "not allowed" message.

- Hang up.

Deactivate call forwarding – if no answer



- Pick up the handset and dial the code 3830.
- Dial one of the BRI numbers.
- Dial # to confirm.

If the operation has been carried out correctly, you will receive a message that confirms the service is disabled and the confirmation tone.

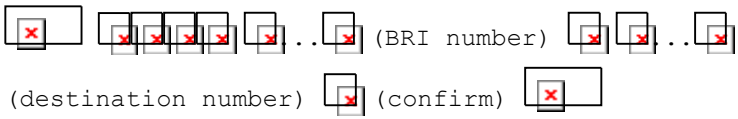
- Hang up.

Forward a single number

Only incoming calls to a specific BRI number are diverted.

Note: the extension must be enabled to use the specified BRI for outgoing calls.

Activate unconditioned call forwarding

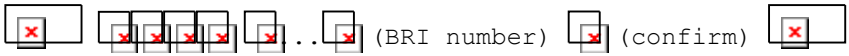


- Pick up the handset and dial the code 3841.
- Dial the BRI number to be forwarded.
- Dial # to confirm.
- Dial the telephone number to which divert the call.
- Dial # to confirm.

If the operation has been carried out correctly, you will receive a message that confirms the service is enabled and the confirmation tone. If the telephonic net does not allow the service activation, you will receive a "not allowed" message.

- Hang up.

Deactivate unconditioned call forwarding

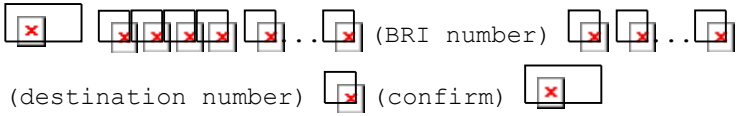


- Pick up the handset and dial the code 3840.
- Dial the BRI number for which deactivate the forwarding service.
- Dial # to confirm.

If the operation has been carried out correctly, you will receive a message that confirms the service is disabled and the confirmation tone.

- Hang up.

Activate call forwarding - if busy

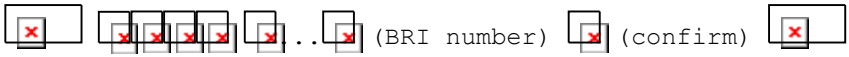


- Pick up the handset and dial the code 3851.
- Dial the BRI number to be forwarded.
- Dial # to confirm.
- Dial the telephone number to which divert the call.
- Dial # to confirm.

If the operation has been carried out correctly, you will receive a message that confirms the service is enabled and the confirmation tone. If the telephonic net does not allow the service activation, you will receive a "not allowed" message.

- Hang up.

Deactivate call forwarding - if busy

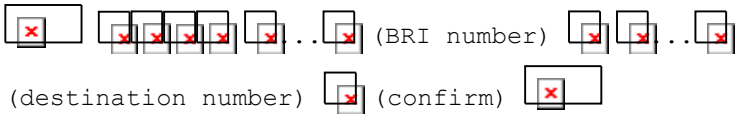


- Pick up the handset and dial the code 3850.
- Dial the BRI number for which deactivate the forwarding service.
- Dial # to confirm.

If the operation has been carried out correctly, you will receive a message that confirms the service is disabled and the confirmation tone.

- Hang up.

Activate call forwarding – if no answer

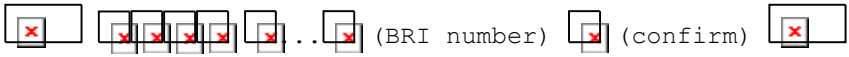


- Pick up the handset and dial the code 3861.
- Dial the BRI number to be forwarded.
- Dial # to confirm.
- Dial the telephone number to which divert the call.
- Dial # to confirm.

If the operation has been carried out correctly, you will receive a message that confirms the service is enabled and the confirmation tone. If the telephonic net does not allow the service activation, you will receive a "not allowed" message.

- Hang up.

Deactivate call forwarding – if no answer



- Pick up the handset and dial the code 3860.
- Dial the BRI number for which deactivate the forwarding service.
- Dial # to confirm.

If the operation has been carried out correctly, you will receive a message that confirms the service is disabled and the confirmation tone.

- Hang up.

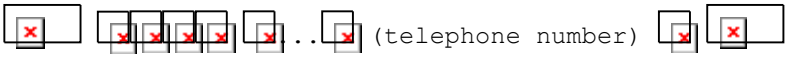
DOORPHONE CALL FORWARDING

Allows forwarding an incoming doorphone call on your extension to a telephone number.

Upon incoming external call, the extension will keep ringing and, at the same time, the call will be diverted to the programmed number. The call can be answered either from the extension or from the called number.

*Note: both the extension and the external line must be enabled see "Service activation" and "**Errore. L'origine riferimento non è stata trovata.**" respectively in the Installation and programming manual).*

Activating doorphone call forwarding



- Pick up the handset and dial the code 3591.
- Dial the telephone number to which divert the call.
- Dial # to confirm.

If the operation has been carried out correctly, you will receive a message that the service is enabled and the confirmation tone.

- Hang up.

Note: if you dial only the code 3591, the call will be forwarded to the last number entered.

.

Deactivating doorphone call forwarding

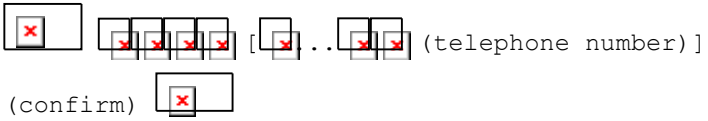
- Pick up the handset and dial the code 3590.

If the operation has been carried out correctly, you will receive a message that the service is disabled and the confirmation tone.

- Hang up.

Autoset

- If the service is not enabled, it allows setting call forwarding to the last telephone number entered, or it will allow entering a new destination extension;
- If the service is enabled, it allows cancelling call forwarding.



- Pick up the handset and dial the code 3592.
- If necessary, enter a new destination extension.

If the operation has been carried out correctly, you will receive a message that the service is enabled/disabled and the confirmation tone.

- Hang up.

BOOKING ON BUSY USER

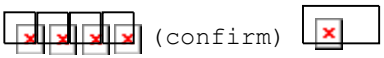
Allows booking a call on a busy extension or external line.

Booking a busy extension

By activating this service, as soon as a busy extension is free, both the calling and the called user will receive the internal call signal. Once the call is answered, conversation is established immediately.

Initial situation

Call to an extension with conversation in progress; engagement tone.



- Press R.
- Dial the code 331.

If the operation has been carried out correctly, you will receive a message that the service is enabled and the confirmation tone.

- Hang up.

Cancelling booking

- Pick up the handset and dial the code 330.

If the operation has been carried out correctly, you will receive a message that the service is disabled and the confirmation tone.

- Hang up.

Booking the external line when busy

By activating this service, once available, the external line is booked and the extension that made the booking will receive a call signal.

Initial situation

Call attempt over the external line; engagement tone.

- Press R.
- Dial the code 331.

If the operation has been carried out correctly, you will receive a message that the service is enabled and the confirmation tone.

- Hang up.

Cancelling booking

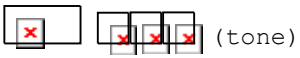
- Pick up the handset and dial the code 330.

If the operation has been carried out correctly, you will receive a message that the service is disabled and the confirmation tone.

- Hang up.

CALLING THE LAST CALLER

Allows calling back the last extension that called you.



- Pick up the handset and dial the code 357.

If the extension is free, you will hear the call tone.
If the extension is engaged, you will hear the engagement tone.

- The called extension picks up the handset.

Conversation starts.

DISA SERVICE

The DISA (Direct Inward System Access) system allows an external user to call an extension directly.

The service will send the external caller a customisable message according to the DAY, NIGHT and CUSTOMIZED profiles, prompting to dial.

Hi-Pro is provided with an immediate DISA service and a delayed DISA service. With the immediate DISA service, upon an incoming call, no extension will ring and the caller will receive the message immediately. With the delayed DISA service, the extensions enabled to receive calls will ring, and the caller will receive the message only if there is no answer after 10 rings.

Once heard the message, the external user can dial the number of the desired extension.

If Hi-Pro does not detect any dialling within 5 seconds, or if the selected extension is not enabled to receive DISA calls, the call will be diverted to telephones enabled to receive calls from that line (if the selected extension is enabled to receive DISA or "DDI from phonebook" calls: VIP calls, otherwise the call is cleared).

In the event the selected extension does not answer within a programmed time (factory setting 25 seconds), or it is engaged, and if it is enabled to receive DISA or "DDI from phonebook" calls (VIP calls), the call is diverted to all the extensions enabled to receive calls from that line, otherwise the call is cleared.

Note: To set DISA service please refer to paragraphs: "Service Activation", "DISA Programming" and "Automatic Operator (IVR)" of the Installation and Programming manual.

Note: DISA Service messages are user customizable (please see "Choosing DISA Message"and "Message recording/playback/deleting" of the Installation and Programming manual).

Note: The activation of DISA service does not inhibit the display of the caller identification (CLI) for the incoming calls over the line.

Note: Moreover, DISA service allows the access to the Control Menu (Menu 10) for relays activation or for Handsfree ambient listening (see "Accessing Control Menu" pag. 47).

Initial situation:

An external user is making a call from a multifrequency dialling telephone.

- Upon Hi-Pro answer, the external user hears the message inviting to dial:"Dial the desired extension, or please hold the line" (or a customized message).
- The external user dials (within 5 seconds) the number of the desired extension.

If the called user is free and enabled to receive DISA calls, the external user will hear the call tone.

- The called extension picks up the handset and starts conversation.

The reasons why a DISA call does not go through can be the following:

1. There is no extension with a number compatible with the dialled number. In this case, the call is diverted to the telephones programmed to answer incoming calls over the same line.
2. The extension is engaged or doesn't answer (within 25 seconds).
1. The extension is not enabled to receive DISA or "DDI from phonebook" calls (VIP calls).
3. The "Do not disturb from DISA" is enabled on the extension.

In cases 2, 3 and 4, the call is diverted to telephones programmed to answer calls from the external line, if the "General call in case of unanswered DISA or VIP call" service is enabled on that extension (see "Service activation" in Installation and programming Manual). If not, the call is ended.

IVR (AUTOMATIC OPERATOR)

The automatic operator allows you to browse through 10 customisable menus. Each menu allows various operations: calling extensions, playing messages, switching from one menu to the other, activating relays for remote control etc.
Each menu consists of:

- a customisable prompting message indicating the actions available in that menu;
- up to 12 operations to be performed, each corresponding to the telephone buttons.

DEFAULT:
- menus 01~09: no prompting message, no operation assigned to the buttons, except for the * button, which allows recalling the control menu (menu 10).
- menu 10:

. prompting message: Control menu (message 06)

. 0 button: allows disabling a relay. The index of the relay must be entered after having pressed 0;
. 1 button: allows enabling a relay. The index of the relay must be entered after having pressed 1;
. 2 button: allows enabling a relay for 1 second (programmable). The index of the relay must be entered after having pressed 2;
. 6 button: turns the handsfree of an extension on. The extension number must be entered after having pressed 6;
. # button: allows remote access to programming. The installer password must be entered after pressing #.

Initial situation:

An external user is making a call from a multifrequency dialling telephone.

- Upon Hi-Pro answer, the external user hears the automatic operator prompting message.
- The external user presses the button corresponding to the operation requested.

The operation is carried out.

Note: enabling the IVR service does not prevent showing the caller identification (CLI) on the display of the called extensions.

Note: if you activate/deactivate a relay, you will receive a confirmation message and the menu will be reproduced.

Note: if a password is required by the selected function, you will hear a beep.

WARNING
If a wrong password is entered 5 times, your access to the control menu will be blocked for an hour.

Accessing control menu

As a factory setting, the control menu (menu n°10) is preset to activate the actuator relays, or to enable ambient listening through handsfree terminal or telephone system handsfree. The control menu can be accessed by dialling the appropriate code during the DISA message, IVR service or during the voicemail message.

Accessing control menu:

An external user is making a call from a multifrequency dialling telephone. DISA service, IVR or voicemail are enabled.

- Upon Hi-Pro answer during the message, the external user dials the code * x...x, where x...x is the user password (factory setting 00000).
- The user listens to the control menu prompting message and presses the button corresponding to the desired action.

If the password entered is wrong, the user will hear "Not allowed" and the call will going on as per the active service (DISA, IVR o voicemail).

WARNING
If a wrong password is entered 5 times, your access to the control menu will be blocked for an hour.

Ambient listening:

The user listens to the control menu prompting message, presses the button corresponding to the ambient listening and dials the two (or three) digits indicating the extension number. The telephone handsfree defined by the parameters, turns on allowing ambient listening for 1 minute.

- Dial:

*	to recall the control menu
401~412	to turn on the telephone handsfree of another extension

or

- The conversation time can be extended by entering any digit different from 4 and * (asterisk).

VOICEMAIL SERVICE

WARNING
Parameters of this service can be modified only via the remote programmer software.

This service allows an external caller to leave a vocal message.
In case of two successive calls, these are queued in order of time.
Voicemail service can be activated only on one extension at a time.
DEFAULT:
- voicemail service is not assigned to any extension;
- voicemail password: 00000;
- time available for each message: 30 seconds.

Note: all extensions are enabled to use this service by default (see "Service activation" in Installation and Programming Manual).

*Note: during the voicemail message it is possible to access the control menu (see "**Errore. L'origine riferimento non è stata trovata.**" at page 47).*

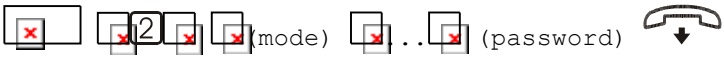
WARNING
If a wrong password is entered 5 times, your access to the control menu will be blocked for an hour.

Voicemail activation

Allows assigning a voicemail to an extension and activating it.

Initial situation

Voicemail NOT assigned, no set password.



- Pick up the handset of the extension on which the voicemail is to be enabled.
- Dial the code 326.
- Insert:

0	voicemail activated only in DAY profile
1	voicemail activated only in NIGHT profile
2	voicemail activated only in CUSTOMIZED profile
3	voicemail always activated
4	voicemail activated in the DAY and NIGHT profiles
5	voicemail activated in the DAY and CUSTOMIZED profiles
6	voicemail activated in the NIGHT and CUSTOMIZED profiles
7	voicemail not activated (the service remains assigned to the extension)

- Dial the desired password (max. 5 digits).
- Wait for the confirmation message and the confirmation tone and hang up.

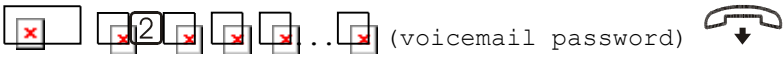
Note: if the voicemail has already been assigned to another extension, it is necessary to disable it before assigning it to another extension.

Voicemail deactivation

Allows deactivating the voicemail, making it available for other extensions.
Stored messages will be deleted and the password will be cancelled.

Initial situation

Voicemail assigned to an extension.



- Pick up the handset of the extension on which the voicemail is to be disabled.
- Dial the code 326.
- Dial 9
- Dial the voicemail password.
- Wait for the confirmation message and the confirmation tone and hang up.

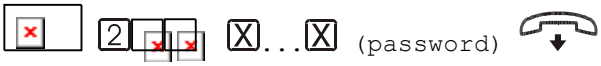
Clearing the voicemail from extension 401

Allows clearing the voicemail of an extension from the system administrator extension (401).

Initial situation

Voicemail assigned to an extension which, for example, has forgotten the password.

Note: this operation also deletes any messages in the voicemail.



- Pick up the handset from the system administrator extension (default extension 401).
- Dial the code 237.
- Dial the user password (default 00000).
- Wait for the confirmation tone and hang up.

Changing the password

Allows changing the voicemail password.
This programming can be made only from the extension on which the voice mail is activated.
DEFAULT: password 00000.

(old voicemail password)

...
(new voicemail password)

...
(new voicemail password)

- Pick up the handset of the extension on which the voicemail is activated.
- Dial the code 327.
- Dial the old voicemail password.
- Dial # to confirm.
- Dial the new voicemail password (max 5 digits).
- Dial # to confirm.
- Dial the new voicemail password (max 5 digits).
- Dial # to confirm.
- Wai for the confirmation tone and hang up.

Customising voicemail messages

Allows you to customise voicemail messages.

DEFAULT:

- voicemail message (with mailboxes available): "We are currently not in the office; please leave a message after the beep";
- voicemail message (with no more mailboxes available): "We are currently not in the office; please try your call again";
- "playback completed" message: "All messages have been listened to".

(message)

(voicemail password)

(action)

- Pick up the handset of the extension on which the voicemail is activated.
- Dial the code 329.
- Select the message:

1	voicemail message (with mailboxes available)
2	voicemail message (with no more mailboxes available)
3	"playback completed" message

- Dial the voicemail password.
- Dial:

0	to record
1	to listen

- Press R (flash) or hang up to conclude the operation.

Examples of voicemail operation

Initial situation

Voicemail enabled, no messages.

- The extension on which the voicemail is enabled rings upon an incoming external call.
- After 20 seconds the voicemail answers and the voicemail with available mailboxes message will be played: “We are currently out of the office; please leave a message after the beep”.
- The caller can leave a 30 seconds message (remotely programmable via programmer software). Hi-Pro will take into account the interruption of the conversation by the caller.

Initial situation

Voicemail enabled, there are messages to listen to.

- The extension on which the voicemail is enabled rings upon an incoming external call.
- After 10 seconds (time programmable with the remote programmer software) the voicemail answers and the voicemail message with available mailboxes will be played: “We are currently out of the office; please leave a message after the beep”.
- The caller can leave a 30 seconds message (remotely programmable via programmer software). Hi-Pro will take into account the interruption of the conversation by the caller.

Initial situation

Voicemail enabled, there are no more mailboxes available.

- The extension on which the voicemail is enabled rings upon an incoming external call.
- After 10 seconds (time programmable with the remote programmer software) the voicemail answers e the voicemail message with no more available mailboxes will be played: “We are currently not in the office; please try your call again”.
- The call is cleared.

Signalling icons on ST 600 Personal Phone

On the ST 600 Personal Phone installed on the extension to which has been assigned the voice mail, appear the following icons:

Envelope Icon

- when it's on, it indicates that there are unlistened messages in the voicemail;
- when it's off, there are no unlistened messages in the voicemai.

Tape Icon

- when it's on, the voicemail has been assigned to an extension and it is activated;
- when it's off, the voicemail has not been assigned to an extension, or it has been assigned, but it is not enabled in the current time band.

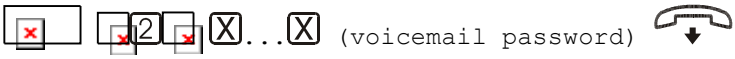
Listening to messages on the voicemail

Allows listening to messages left on the voicemail.

The messages will be played in order of arrival and separated by a beep. When all the messages have been listened to, the "playback completed" message will be played (e.g.: "All messages have been listened to"). If there are no messages, the "playback completed" message will be reproduced: "All messages have been listened to".

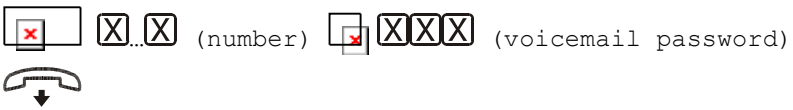
WARNING
If a wrong password is entered 5 times, your access to the control menu will be blocked for an hour.

Listening to messages from the extension with voicemail



- Pick up the handset of the extension.
- Dial the code 328.
- Dial the voicemail password.
- Listen to the messages.
- Hang up.

Listening to messages from remote



- Call the telephone number on which the voicemail is enabled.
- Wait for the voicemail to answer.
- Dial # followed by the voicemail password, before the recording beep.
- Listen to the messages.

Deleting messages from the voicemail

While you are listening to messages, it is possible to switch from one message to another and to delete all the messages on the voicemail.

Initial situation

Voicemail message listening in progress.

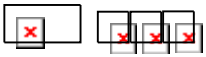
- Dial:

1	to return to the first message
9	to skip to the next message
5	to delete all messages
0	to exit.

DOORPHONE CALLS

Outgoing doorphone call

Allows establishing a conversation with an external door station without receiving the doorphone call.



- Pick up the handset and dial the code 338.

Conversation starts.

Incoming doorphone call

Allows answering calls from the doorphone.

Initial situation 1

Extension programmed to receive doorphone calls.

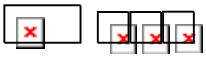
(ring)

- The telephone rings
- Pick up the handset.

Conversation starts.

Initial situation 2

The extension cannot receive doorphone calls, but can establish a conversation with the doorphone. Another extension rings.

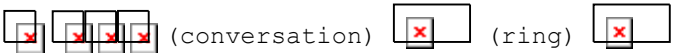


- Pick up the handset and dial the code 338.

Conversation starts.

Initial situation 3

You are engaged in a conversation; another extension rings or you hear the call waiting tone.



- Press R to put the conversation in progress on hold.
- Dial the code 338.

Conversation with doorphone station starts.

- Hang up to end the conversation with the doorphone.

The telephone rings (return call).

- Pick up the handset to retrieve the conversation previously put on hold.

Note: the duration of a doorphone call is 25 seconds starting from the moment when the call button is presseda.

DOOR OPENING COMMANDS

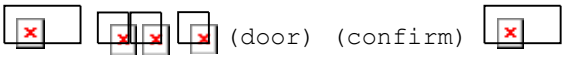
Hi-Pro is provided with 2 actuator relays. With a traditional doorphone board, relays 1 and 2 will automatically assume the door opener function, Door 1 and Door 2 respectively.

Manual door opening

This function allows activating the door opening contacts separately with different codes.

Initial situation 1

Extension in idle state.



- Pick up the handset and dial the code 33.
- Select the number of the desired door:

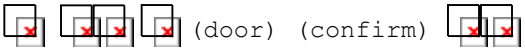
5	Door 1
6	Door 2

If the operation has been carried out correctly, you will receive a message that the service is enabled, and you will hear the confirmation tone.

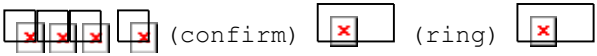
- Hang up.

Initial situation 2

Extension engaged in a conversation over an internal or external line.



Or:



- Press R to put the conversation in progress on hold.
- Dial the code 33.
- Select the number of the desired door:

  5 Door1
  6 Door2

If the operation has been carried out correctly, you will receive a message that the service is enabled, and you will hear the confirmation tone.

- Press R twice or hang up to resume the conversation.

Automatic door opening

This function allows enabling to open the door corresponding to the calling doorphone station.

Initial situation:

You wish to open the door after answering a doorphone call.

- Press R to put the conversation in progress on hold.
- Dial the code 337.

If the operation has been carried out correctly, you will receive a message that the service is enabled, and you will hear the confirmation tone.

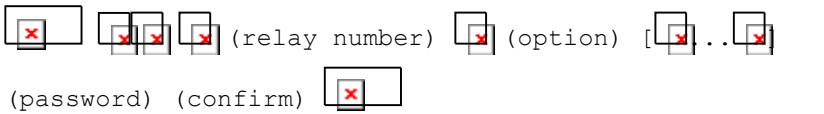
- Hang up.

ACTUATOR RELAYS

Allows controlling (locally or from remote) the actuator relays.

Hi-Pro is provided with 2 actuator relays. With a traditional doorphone board, relays 1 and 2 will automatically assume the door opener function. In any case, they can be also used as actuators, by dialling the corresponding code.

Local activation



- Pick up the handset and dial the code 37.
- Dial the number of the desired relay (1~2).
- Dial:

  0 to turn the relay OFF (open contact)
  1 to turn the relay ON (close contact)
  2 to request an IMPULSE (relay on for a programmed amount of time)
- Dial the password if required by the relay configuration.
- Wait for the message and the confirmation tone and hang up.

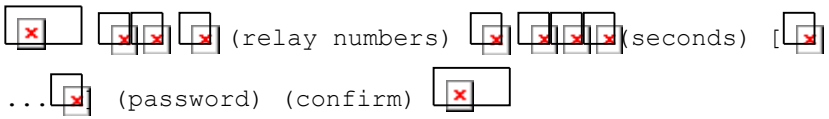
Note: turning the relay on/off, you will hear an error tone if the operation cannot be performed.

Note: as a factory setting, the impulse lasts about 1 second. However, this duration can be changed with the remote programmer software.

WARNING
If a wrong password is entered 5 times, your access to the control menu will be blocked for an hour.

Activating a relay for a desired amount of time

Allows specifying, for every request, the contact closure duration.



- Pick up the handset and dial the code 37.
- Dial the number of the desired relay (1~2).
- Dial 3.
- Dial the duration in seconds of the relay activation (001~999).

- Dial the password if required by the relay configuration.
- Wait for the confirmation tone and hang up.

Remote activation

Please refer to the paragraph “Accessing control menu” at page 47.

ACTION SEQUENCES

The activation of the alarm input, the expiration of a timer or the occurrence o fan extension alarm event, can initiate an action or a sequence of actions.
4 different action sequences can be defined through the remote programmer software. Each sequence can be made up of a minimum of 1 and a maximum of 8 actions among the following:
- using a relay (on, off, impulse))
- waiting for a set amount of time before performing the next action
- internal call (see paragraph “Dialling function”)
- external call (see paragraph “Dialling function”)
- go to another action sequence
- repeating the sequence in progress.

DEFAULT: Hi-Pro is provided with 1 pre-programmed sequence.
- sequence 1:
  action 1: calling the number stored in position 197 of the phonebook;
  action 2: calling the number stored in position 198 of the phonebook;
  action 3: calling the number stored in position 199 of the phonebook;
  action 4: calling the number stored in position 200 of the phonebook;
  action 5: repeating the sequence 3 times, starting from action 1.

WARNING
The function is not active during remote programming process, then action sequences (caused by an alarm input, a timer etc.) won’t be performed.

Digital input

Hi-Pro is provided with 1 digital input (ALL) which can be programmed as normally closed or normally open.

When ignition conditions occur (opening or closing the contact) Hi-Pro will perform the associated action sequence, or it will recall a profile. The configuration of the digital input and of the actions following an alarm must be made via the remote programmer software.

DEFAULT: upon closure of the contact the NIGHT profile is recalled.

Timer

Hi-Pro is provided with 4 programmable time events. When the set date and time come, the action sequence is initiated.
Action sequences must be assigned to time events via remote programmer software.

DEFAULT: no set timer.

Extension alarm events

Hi-Pro is provided with 2 alarm events that can originate from each extension: alarm button (only with ST 350 telephones) and no dial.
When these events occur, an action sequence is initiated.
Action sequences must be assigned to alarm events via the remote programmer software.

DEFAULT:

- alarm button: sequence 1 is initiated by pressing the alarm button on ST 350 telephones;
- no dial: if you pick up the receiver, but do not dial a number within the inter-digit time (10 seconds), sequence 1 will be initiate.

Note: to enable the ST350 Alarm Key event upon an extension, please see "Service activation" paragraph of the Installation and Programming manual.

ALARM DIALER FUNCTION

The Alarm Dialer function can be activated by an "event". The event could be a contact closure (Digital input), a timer programmed event, the pressure of the ST350 alarm key or a "No selection" event from an extension enabled to this service. The "event" starts a programmed "Action sequence" and activates an "Internal Call" action or an "External Call" action.

Functioning – External call

An occurred "Event" makes start an "Action sequence.

The action in progress is an External call.

- Answer the incoming call.

Listen the "Help request" message.

It's now possible to activate the system telephones handsfree:

- Dial the two (or three) digits indicating the number of the extension (the first digit must be 4).

It is now possible listening what happens in the room and talk with who is inside it. In case a system telephone is not present in the selected extension, you will hear a serie of error tones and the "Help request" message again .

It is always possible to recall the alarm message by pressing "#".

It is always possible to activate another system telephone handsfree:

- Dial the two (or three) digits indicating the number of another extension (the first digit must be 4).

To continue listening:

- Select any digit except for 4 and * (asterisk).

To end alarme sequence:

- Dial * (asterisk).
- Dial User Password (5 digits max).

If the password is correct you will receive a confirm tone, otherwise the dissuasion tone.

If the connection is cleared without ending the alarm, the action sequence will go on.

Note: the PBX can manage more than one alarm at the same time In case both sequences need the same action in the same time, one of these will be proceeded and one queued.

Functioning – Internal call

An occurred "Event" makes start an "Action sequence.

The action in progress is an Internal call.

- Answer the incoming call.

Listen the "Help request" message..

To end alarme sequence:

- Dial * (asterisk).
- Dial User Password (5 digits max).

If the password is correct you will receive a confirm tone, otherwise the dissuasion tone.
If the connection is cleared without ending the alarm, the action sequence will go on.

Note: the PBX can manage more than one alarm at the same time In case both sequences need the same action in the same time, one of these will be proceeded and one queued.

PHONEBOOK

Up to 200 numbers can be stored in the Leonardo phonebook for quick dialling.

Storing a telephone numbe

2930 XXX(position in phonebook) X...X(telephone number) # (confirm)

- Pick up the handset of the system administrator extension (default 401).
- Dial the code 2930.
- Dial the three digits corresponding to the position in the phonebook (from 001 to 100) in which to store the number.
- Dial the telephone number of the subscriber (max 19 digits).
- Dial # to confirm.
- Wait for the confirmation tone and hang up.

Deleting a stored number

Note: to delete all the numbers in the phonebook, please refer to the paragraph "Deleting the phonebook and the buffer memory" in Installation and Programming Manual.

2931 XXX(position in phonebook) (confirm)

- Pick up the handset of the system administrator extension (default 41).
- Dial the code 2931.
- Dial the three digits corresponding to the position in the phonebook (from 001 to 100) in which the number is stored.
- Wait for the confirmation tone and hang up.

Calling a stored number

12 XXX(001-200) (confirm)

- Pick up the handset and dial the code 12.
- Dial the position in the phonebook in which the number to be called is stored.

If the line of the called user is free, you will hear the call tone. If not, you will hear the engagement tone. Conversation starts when the called person picks up the handset.

Note: if the LCR system bypass mode to dial stored numbers is enabled on the extension originating the call, you can make calls even in the absence of the necessary privileges.

Note: if there is no number entered in the directory position, you will hear a dissuasion tone.

PRINTING THE CALL LIST

Through a USB port, it is possible to connect Hi-Pro to a PC to acquire information on incoming/outgoing calls stored in the buffer memory, and print it with the printer connected to the PC.

In order to display the information, a normal terminal emulation program (e.g.: Hyper Terminal) must be used. As for the PC connection and the parameter settings, see "**Errore. L'origine riferimento non è stata trovata.**" in Installation and Programming Manual.

Note: the buffer memory is of cyclic kind, and can contain up to 1500 calls.

Format of the data displayed by the PC

```
1       10        20        30        40        50        60        70        80
|.......|.........|.........|.........|.........|.........|.........|.........|...
LU1 (U) 401 0717506066          Ufficio          27/12/2009 15:48:25 00:01:35
```

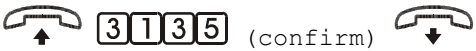
Descrizione	Colonna di inizio	Numero caratteri	Formato

External line used	1	3	
Type of call	5	3	(U): uscente (E): entrante (M): entrante a casella vocale
Extension number	9	3	
Dialling	13	19	
Name associated	33	16	
Date	50	10	gg/mm/aaaa
Time	61	8	hh:mm:ss
Duration	70	8	hh:mm:ss

The end of the string is given by LF and CR.

Sending data to the PC

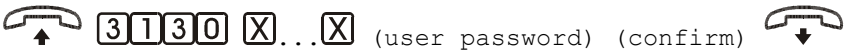
Allows sending data of all the calls in the buffer memory to the PC.



- Pick up the handset of the system administrator extension (default 41).
- Dial the code 3135.
- Wait for the confirmation tone and hang up.

Deleting buffer memory

Allows deleting all data and call in the buffer memory.



- Pick up the handset of the system administrator extension (default 41).
- Dial the code 3130.
- Dial user password (default 00000).
- Wait for the confirmation tone and hang up.

SUMMARY TABLES

TONES

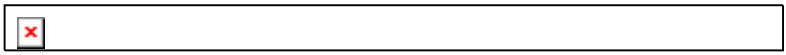
Dialling tone

Indicates that Hi-Pro is ready for dialling.

Dialling tone with LCR enabled

Indicates that Hi-Pro is ready for dialling and that LCR is enabled.

Dialling tone with do not distur or divertion enabled



Indicates that Hi-Pro is ready to receive the selection and that the Don not disturb service for external calls or the divertion services are enabled..

Call control tone

Indicates that the call signal (ring) is sent to the selected internal line.

Engagement tone

Indicates that the internal/external line is engaged.

Dissuasion/Congestion tone

Indicates that: there has been a delay in dialling – no connections are available – the interlocutor has hung up – the service or the programming requested is not permitted.

Confirmation tone

Indicates an incoming external call during a conversation in progress.

External call waiting tone

Indicates an incoming external call during a conversation in progress.

Doorphone waiting tone

Indicates an incoming doorphone call during a conversation in progress.

Hold

Indicates that the call has been put on hold.

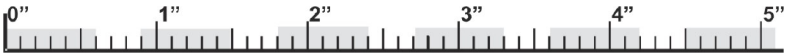
Conference

Indicates that the extensions are connected to a conference call.

Alarm clock

Indicates that the alarm clock is going off during a conversation in progress.

Alarm



Indicates an incoming alarm call during a conversation in progress.

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CALL SIGNALS (RINGS)

Internal call

Indicates an incoming call from another extension.

Return call

Indicates that the call previously put on hold, is resumed by the extension.

External call

Indicates an incoming call over the external line.

Doorphone call

Indicates an incoming doorphone call.

Alarm clock call

Indicates an alarm clock call in progress.

Alarm call

Indicates an incoming alarm call.

NUMBERING PLAN

The switchboard provides for the use of the following numbering plan:

First digit

1	-
2	Access to programming
3	Access to services
4	Calls to extensions or call groups
5	Call pick up
6	-
7	-
8	Manual engagement of the external line
9	-
0	Automatic engagement of the external line

Suffixes

2 Hold, call back for decadic telephones
R Hold, call back (flash) for multifrequency telephones
R 7 Conference
R 0 Alternated call back

TIMEOUT

Name	Value (in seconds)	Timing description
T0	10	Time-out for the first digit on dialling tone: when expired, the extension receives a dissuasion/congestion tone.
T1	20	Time-out for the first digit on external line or LCR tone: when expired, the extension receives a dissuasion/congestion tone.
T4	15	Time-out for return call.
T8	50	Automatic Divert to an extension duration, when expired there is a call back.
T9	50	Duration of the call waiting tone to the engaged extension for automatic call transfer.
T10	120	Maximum parking time.
T12	120	Duration of the call to enabled extensions in case of unanswered DISA/ TD/ from Phonebook Calls
T13	180	Maximum duration of the External Call forwarding .
T14	180	Maximum duration of the Doorphone Call forwarding .
T15	20	Divert on no Answer Timer

TECHNICAL SPECIFICATIONS

System capacity

Analogue external lines	max 4
BRI	max 2
Extensions	max 12
External conversations at the same time	4
Internal conversations at the same time	3
Total conversations at the same time	7 (3 internal + 4 external)
System telephones	up to 8

Power supply

Power used Hi-Pro 280	30W
Power used Hi-Pro 412 Rack	40W
Main voltage	230V +6% -10%
Optional emergency batteries for Hi-Pro 412 Rack	2 rechargeable 12V 1,3A/h
Battery duration in stand by	4 hours
Battery duration during conversation	1 hours
Emergency external power supply for Hi-Pro 412 Rack	24Vdc, 500 mA

Signalling system

Impulse ratio	60/40 +/- 10%
Impulse frequency	10Hz +/- 10%
Decadic or DTMF dialling over extensions	
DTMF dialling over external lines	
Tone generator	425 Hz +/- 25 Hz
Tone generator	350 Hz +/- 15 Hz
DTMF receiver/generator	
FSK Modem	

Other features

Phonebook	200 numbers
Buffer	for 1500 calls
System clock	

Doorphone board	for connecting traditional doorphones (4+1)
. ringer inputs	2
. speech input	1
Programmable relays	2 (absorption up to 10A at 24V)
Configurable digital outputs	1

External amplifier connection
External music source connection
Local programming via telephone or USB port (software provided)
Remote programmino via modem V.21
Firmware update via USB port

Lines

User line resistance max 200 ohm
Type of cable: two-pair
Transmission equivalent:

internal-external:	from 300 Hz to 3400 Hz 1,4 dB
internal - internal:	from 300 Hz to 3400 Hz 1,4 dB

Dimensions

Hi-Pro 280	230 x 210 x 65 mm
Weight Hi-Pro 280	1,5 Kg
Hi-Pro 412 Rack (ISDN)	350 x 260 x 48 mm (1 vertical unit)
Weight Hi-Pro 412 Rack (ISDN)	3,3 Kg

Safety system

EEPROM memory for data protection in the event of power cut
Watch-dog system

Cooling by natural convection

HI-PRO

User guide

22/04/2015 edition